

ETS Communiqué



ENTERPRISE TECHNOLOGY SOLUTIONS
March 2014

ETS / LAW Training Session: Easing on down the Road to a more Secure City

2014 started off with a joint training session that ETS hosted with the Law department. The ETS portion was 'Wizard of Oz' themed and focused on Public Records and Securing the City's assets from internet threats.

ETS, Director Margo Springs introduced her IT management team and gave a quick glimpse into the life of an IT Director and all of the security issues she has to be ready to address.

The presentation was then passed on down to Doug Carter, City Information Security Officer (ISO), who went into further detail providing the group with real life scenario's that can put the City and its assets in harm's way. The training session was recorded and can be viewed by contacting [City Cable](#).



ETS and HR host Holiday Parties for Adopt A Class

Robert's Academy students had a great time at their holiday party! They made ornaments, decorated cookies, read books, wrapped gifts for loved ones and snacked on sweets. Many thank you's to all who gave in support of this event. The Springtime will bring more opportunities to volunteer, from Story time reading to attending a Reds games. Please see Tia Brown if you are interested in volunteering .

Technology Security Awareness Tips: Protecting the City's Assets

City of Cincinnati/Enterprise Technology Solutions

Information Security Policy Acceptable Use
Reference



Objectives: This document was created for City of Cincinnati employees, contractors or visitors to help meet our goal of technology security awareness. This document communicates the City of Cincinnati's Information Security policy in a summarized format. After you review this document you should have better understanding of how to use City of Cincinnati email, workstations and Internet access technology more securely to protect the City's assets and data.

Mobile Devices:



Do's:

1. Use City provided devices for city business
2. Password protect your devices
3. Report any device that is lost or stolen to the ETS Contact Center



Don'ts:

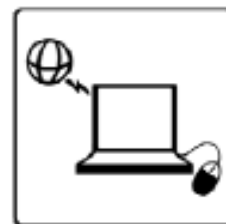
1. Personal mobile devices (including laptops) are prohibited from connecting to the City's network or storing City of Cincinnati data
2. Don't give out your work number for personal use
3. Don't reconfigure or root City devices

Internet Access:



Do's:

1. Be mindful of the web-sites you visit
2. Be cautious of forms you fill out online.
3. Internet access is for work-related activities



Don'ts:

1. Services like Dropbox, Google Docs and YouSendIt are not allowed for City of Cincinnati data storage or business use
2. Don't post any work-related information on social media unless authorized by department
3. Don't click on pop-ups or advertisements on Web sites.

Email:



Do's:

1. Use city email for work related activities
2. Delete emails if you can't verify the sender
3. Lock your workstations or log out of your Email when not in use.



Don'ts

1. Don't send passwords, account numbers or social security numbers in emails
2. Don't open attachments if you don't know the sender.

Best Practices:

1. Contact your IT analyst if you have any question about the policies
2. Don't install any software without authorization from your IT analyst
3. Store and lock up your mobile devices when not in use
4. If you have an IT issue please contact your analyst to provide assistance and find a solution.
5. All user's need to have individual network logon accounts, please contact your IT analyst to configure accounts for new or temp staff
6. Use city issued storage devices, personal drives are prohibited



Further information or clarification to the policies need to be submitted to the ETS Contact Center for review. ETSCONTACTCENTER@CINCINNATI-OH.GOV

ETS Contact Center Stats

Here's an overview of ETS Contact Center activity through February 2014 & 2013 totals/averages.



Contact Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2014 YTD	2014 AVG per Month	2013 YTD	2013 AVG per Month
Telephone Calls	631	453											1,084	542	8,601	717
Emails	3599	2566											6,165	3,083	33,814	2,818
Logged ETS CC Database Requests	612	505											1,117	559	7,194	600
Phone Directory Change Requests	61	50											111	56	1,199	100

Service Request Type	2014 YTD	2014 %	2013 YTD	2013 %
Email	285	25.51%	1656	23.02%
Telephone - Desk	211	18.89%	1178	16.37%
Telephone - Mobile	137	12.26%	898	12.48%
Hardware and Software Purchases	113	10.12%	867	12.05%
Radio Network	82	7.34%	579	8.05%
PC Support, Hardware Repair (Printers, Scanners, etc), Training	48	4.30%	372	5.17%
CHRIS	42	3.76%	332	4.61%
Other	40	3.58%	267	3.71%
EGov Web	36	3.22%	254	3.53%
Citrix Remote Access	34	3.04%	165	2.29%
Metropolitan Area Network	25	2.24%	174	2.42%
Passwords Reset for all Systems	17	1.52%	98	1.36%
CFS/VSS	10	0.90%	100	1.39%
Fiber Network	7	0.63%	85	1.18%
CLEAR	7	0.63%	58	0.81%
IT security investigations	5	0.45%	24	0.33%
Datacenter needs	4	0.36%	20	0.28%
Application Development	4	0.36%	15	0.21%
Contact Center	4	0.36%	13	0.18%
Storage (SANS)	4	0.36%	15	0.21%
Consultation Business Development	2	0.18%	10	0.14%
CSR/Permits	0	0.00%	9	0.13%
Providing Anti-Virus	0	0.00%	5	0.07%
Providing Service Patches	0	0.00%	0	0.00%
TOTAL	1117	100%	7194	100%

You can reach the ETS Contact Center by-
 Phone: 352-HELP (4357)
 Email: etscontactcenter@cincinnati-oh.gov
 Web Form: [IT Service Request](#)

Contact Center team performs the following functions:

- City-wide IT Help Desk for enterprise systems
- Mobile technology support
- Telephone network administration
- ETS data center operations
- Telecom billing administration

ETS Contact Center team members:

- Tammy Sexton
- Tom Lyons
- Debbie Elsnar
- Pam Smith



LIKE us on
Facebook!



Follow us on
Twitter!

COOL MOBILE APPS



MINT for Android



Mint is a money management website, but it also has an awesome app. Mint can keep track of multiple bank accounts or credit cards to help you stay on budget and out of the red.



aCalendar for Android

aCalendar gives you a great overview of your day, week, or month. It also supports reminders, repeat events, and has a fully customizable widget so you can view events from the home screen.



Pocket for Apple

If you use your iPhone a lot for reading, then Pocket happens to be an essential application. You can add the pocket button onto the browser of your computer and pages are sent instantly to your Smartphone or tablet, so that you can read them later.



Cloze for Apple

Think of this app as your personal social network manager. It collects all your tweets, emails, Facebook posts and other information from your contacts before organizing them by priority. Imagine all the posts, tweets and emails from a particular contact being served to you on a neat platter.

KUDOS CORNER :)

Public Services:

..."I did want to compliment you and your team on yesterday's presentation. The information was excellent and the way you tied it all together with the 'Wizard of Oz' format helped make it relatable and easier to remember and recall the overall message. Well Done."

Dept of Trade & Development

"I wanted to take a moment just to thank you for all your assistance with my technological needs over the years! We've done some great things together and it would not have been possible without your expertise, guidance, professionalism and PATIENCE as you helped this non-technical person create her vision :)"

